

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT			1. CONTRACT ID CODE		PAGE OF PAGES 1 15		
2. AMENDMENT/MODIFICATION NO. Amendment 0003		3. EFFECTIVE DATE 10/08/2010		4. REQUISITION/PURCHASE REQ. NO.		5. PROJECT NO. (If applicable)	
6. ISSUED BY GSA, FAS, QMAD Crystal Plaza 4, Suite 300 2200 Crystal Drive Arlington, VA 22202		7. ADMINISTERED BY (If other than Item 6)		CODE			
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and Zip Code)				<div style="border: 1px solid black; padding: 5px; width: 40px; margin: 0 auto;"> <div style="border-bottom: 1px solid black; height: 15px; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 15px; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 15px;"></div> </div>		9A. AMENDMENT OF SOLICITATION NO. QMAD-JM-100001-N	
						9. DATED (SEE ITEM 11) August 23, 2010	
						10A. MODIFICATION OF CONTRACT/ORDER NO.	
						10B. DATED (SEE ITEM 13)	
CODE		FACILITY CODE					

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers ☒ is extended, ☐ is not extended.

Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:

(a) By completing Items 8 and 15, and returning 1 copies of the amendment; (b) By acknowledging the receipt of the amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

()	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (Specify type of modification and authority).

E. IMPORTANT: Contractor is ☒, is not ☐, required to sign this document and return copies to this issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

The due date for offers is extended to 2:00PM Eastern Time November 15, 2010.

This amendment identifies changes made to Section B, Supplies or Services and Prices/Costs; Section C, Statement of Work; Section D, Contract Clauses; Section E, Solicitation Provisions; Section F, Evaluation Criteria and Method of Award; and, Attachment 1, Agency Profiles. Changes are as follows:

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Ernesto Martinez	
15B. CONTRACTOR/OFFEROR <div style="border-top: 1px solid black; width: 100%; text-align: center; font-size: small;">(Signature of person authorized to sign)</div>	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA <div style="border-top: 1px solid black; width: 100%; text-align: center; font-size: small;">(Signature of Contracting Officer)</div>	16C. DATE SIGNED

1. Solicitation No. QMAD-JM-100001-N is hereby revised to make revisions to Sections B, C, D, E, and Attachment 1, Agency Profiles.
2. Section B is replaced in its entirety by incorporation of the complete and conformed revision attached to and made a part of this Amendment 0003. The changed sections are highlighted in yellow and are located in B.1, CLIN Definitions, and Section B.2, Schedule of Items.
3. Section C is replaced in its entirety by incorporation of the complete and conformed revision attached to and made part of this Amendment 0003. The changed sections are highlighted in yellow and are located in Table of Contents; Section C.3.3.1 Mandatory Requirements; Section 4.2.7.1 Mandatory Requirements; Section 4.2.14.1 Mandatory Requirements; Section 4.2.14.2 Objectives; Section C.6 Introductory Section, Paragraph 2; Section 6.1.1 Mandatory Requirements; Section C.6.1.5.1 Mandatory Requirements; Section C.6.1.7.1 Mandatory Requirements; Section C.8 Introduction, Paragraph 2; Section C.9.1 Mandatory Requirements; Section C.10.1.7 Interfaces; Section C.10.1.11 Mandatory Requirements; Section C.12.1.1. Mandatory Requirements; Section C.15.1.1 Mandatory Requirements; Section C.15.1.8 Mandatory Requirements; and Appendix B, Definitions.
4. Section F is replaced in its entirety by incorporation of the complete and conformed revision attached to and made a part of this Amendment 0003. The changed sections are highlighted in yellow and are located in Table F-1, Table F-2, and Table F-4.
5. Attachment 1, Agency Profiles, page 12, U.S. Social Security Administration (SSA) profiles is hereby revised from:

Agency-provided ETS Help Desk(s)	No	
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To:

Agency-provided ETS Help Desk(s)	Yes	
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6. Section D.7 (c) Key Personnel Duties is hereby revised from:

KEY PERSONNEL				
LABOR CATEGORY	DESCRIPTION	Dedicated?	INDIVIDUAL NAME	COMPANY
Program Manager	<ul style="list-style-type: none"> Oversight of ETS2 Service program. Primary liaison with Government COTR and fully accountable for all ETS2 Services provided. 	Yes		
Service Technical Lead	<ul style="list-style-type: none"> Oversight of all ETS2 Service program technology design and implementation. 	Yes		
Information System Security Officer (ISSO)	<ul style="list-style-type: none"> Oversight of all ETS2 security functionality, incident response management. Assures 	Yes		

	compliance and coordinates with ETS2 PMO ISSO for scans, POA&Ms, Assessments, Change Management, Incidents, and other security requirements.			
Commercial Travel Expert	<ul style="list-style-type: none"> Expert support for incorporating commercial travel best practices in the ETS2 program. Addresses travel management practices and industry trends for TMC operations, travel technology integration (OBE, GDS, QC, mid and back office accounting systems) 	Yes		
Federal Travel Policy Expert	<ul style="list-style-type: none"> Expert support for incorporating Federal travel regulation requirements in the ETS2 Service. Addresses interpretations of policy for policy compliant reservations, accurate entitlement calculations, and reporting. 	Yes		
Training Manager	<ul style="list-style-type: none"> Oversight for ETS2 program training services, including associated design and effectiveness of the ETS2 training experience across all modes / methods. 	No		
Agency Account Manager(s)	<ul style="list-style-type: none"> Single-point-of-contact for the customer agency regarding its ETS2 implementation, deployment, operation, and support. Fully 	Yes		

	accountable for all ETS2 Services provided within that agency.			
Usability Assurance Manager	<ul style="list-style-type: none"> Oversight for usability engineering and associated design and effectiveness of the ETS2 user/traveler experience. 	Yes		
Contract Administrator	<ul style="list-style-type: none"> Oversight of all official ETS2 contract communications and actions. 	Yes		

To:

KEY PERSONNEL				
LABOR CATEGORY	DESCRIPTION	Dedicated?	INDIVIDUAL NAME	COMPANY
Program Manager	<ul style="list-style-type: none"> Oversight of ETS2 Service program. Primary liaison with Government COTR and fully accountable for all ETS2 Services provided. 	Yes		
Service Technical Lead	<ul style="list-style-type: none"> Oversight of all ETS2 Service program technology design and implementation. 	Yes		
Information System Security Officer (ISSO)	<ul style="list-style-type: none"> Oversight of all ETS2 security functionality, incident response management. Assures compliance and coordinates with ETS2 PMO ISSO for scans, POA&Ms, Assessments, Change Management, Incidents, and other security requirements. 	No		
Commercial Travel Expert	<ul style="list-style-type: none"> Expert support for incorporating commercial travel best practices in 	No		

	the ETS2 program. Addresses travel management practices and industry trends for TMC operations, travel technology integration (OBE, GDS, QC, mid and back office accounting systems)			
Federal Travel Policy Expert	<ul style="list-style-type: none"> Expert support for incorporating Federal travel regulation requirements in the ETS2 Service. Addresses interpretations of policy for policy compliant reservations, accurate entitlement calculations, and reporting. 	No		
Training Manager	<ul style="list-style-type: none"> Oversight for ETS2 program training services, including associated design and effectiveness of the ETS2 training experience across all modes / methods. 	No		
Agency Account Manager(s)	<ul style="list-style-type: none"> Single-point-of-contact for the customer agency regarding its ETS2 implementation, deployment, operation, and support. Fully accountable for all ETS2 Services provided within that agency. 	Yes, but start at task order award		
Usability Assurance Manager	<ul style="list-style-type: none"> Oversight for usability engineering and associated design and effectiveness of the ETS2 user/traveler experience. 	No		
Contract Administrator	<ul style="list-style-type: none"> Oversight of all official ETS2 contract 	No		

	communications and actions.			
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7. Section D.7(d) is hereby revised from:

(d) Key Personnel that include but are not limited to the labor categories above may be mutually agreed upon as negotiated within customer agency task orders.

To:

(d) Key Personnel that include but are not limited to the labor categories above may be mutually agreed upon as negotiated within the master contract as well as customer agency task orders.

8. Section D.8, Conduct of Contractor Personnel is deleted in its entirety.

9. Section D.10(b), Subcontract/Teaming Arrangements, is hereby revised from:

(b) The General Services Administration reserves the right to request the Contractor to terminate any subcontractors, individual subcontractor employees, subcontractor principals, or team members, for malfeasance or other appropriate cause (e.g., theft, criminal record(s), ties to organized crime, etc.).

To:

(b) The General Services Administration reserves the right to request the Contractor to terminate any subcontractors for malfeasance or other appropriate cause (e.g., theft, criminal record(s), ties to organized crime, etc.).

10. Section D.40 (o), XML Schema (Schemata) is hereby revised from:

(o) XML Schema (Schemata): The Contractor shall deliver an encrypted (AES 125) zip file containing all XML Schema sets that included in the Contractor's standard offering for data exchange. If any schema is adopted from industry standardization efforts, that fact must be identified as such in the header section of any schema. The XML Schema sets shall be delivered within sixty (60) calendar days following contract award, upon Option Period renewal, and upon a change to any schema. For every subsequent delivery (after the initial one at the contract award), the Contractor shall also include a document identifying changes made in comparison to the prior version.

To:

(o) XML Schema (Schemata): The Contractor shall deliver a zip file, encrypted with a FIPS 140-2 (or higher) compliant encryption method, containing all XML Schema sets that included in the Contractor's standard offering for data exchange. If any schema is adopted from industry standardization efforts, that fact must be identified as such in the header section of any schema. The XML Schema sets shall be delivered within sixty (60) calendar days following contract award, upon Option Period renewal, and upon a change to any schema. For every subsequent delivery (after the initial one at the contract award), the Contractor shall also include a document identifying changes made in comparison to the prior version.

11. Attachment D-4, Sample ISA and MOU Templates, System Security Considerations, Section 2 (c) Data Sensitivity is hereby revised from:

c. Data Sensitivity. The sensitivity of the data transmitted over the connection is Controlled Unclassified Information (CUI). {Specify the sensitivity level of the information that will be handled through the interconnection, including the highest level of sensitivity involved and the most restrictive protection measures required.} {E.g. Data being transferred contains personal information protected by the Privacy Act of 1974 and sensitive financial information. etc. Include which encryption is being used including the mode of operation, and the package name and FIPS 140-2 certificate number where applicable.}

To:

c. Data Sensitivity. The sensitivity of the data transmitted over the connection is {Specify the sensitivity level of the information that will be handled through the interconnection, including the highest level of sensitivity involved and the most restrictive protection measures required.} {E.g. Data being transferred contains personal information protected by the Privacy Act of 1974 and sensitive financial information. etc. Include details pertaining to which FIPS 140-2 (or higher) compliant encryption is being used}

12. Section E.6.3.2 Volume 2, Technical, Tab 3, Performance Work Statement, 3rd Bullet is hereby revised from:

- Key requirements which must be reflected in the PWS include but are not limited to:
 - Adherence to the FTR;
 - Inclusion of agency policy filters;
 - Architecture approach and refreshment/modernization;
 - Comprehensive Software Development Life Cycle Methodology, Release Management, Software Quality Management, and Configuration Management;
 - Clear service boundaries and interoperability points;
 - Completion of the End-to-End travel process and creation of travel and routing documents;
 - Accounting functionality within travel documents;
 - Document amendment requirements;
 - Creating, routing, and amending travel payment documents;
 - Training approach;
 - Usability Assurance approach;
 - Section 508 accessibility compliance approach;
 - Agency configurability requirements;
 - Technology refresh and service release management requirements;
 - Security management;
 - Quality control;
 - Performance metrics; and
 - Performance measurement

To:

- Key requirements which must be reflected in the PWS include but are not limited to:
 - Adherence to the FTR;
 - Inclusion of agency policy filters;
 - Architecture approach and refreshment/modernization;
 - Comprehensive Software Development Life Cycle Methodology, Release Management, Software Quality Management, and Configuration Management;

- Clear service boundaries and interoperability points;
- Staffing plan and qualifications of staff providing Embedded TMC services, including VIP staff qualifications
- Completion of the End-to-End travel process and creation of travel and routing documents;
- Accounting functionality within travel documents;
- Document amendment requirements;
- Creating, routing, and amending travel payment documents;
- Training approach;
- Usability Assurance approach;
- Section 508 accessibility compliance approach;
- Agency configurability requirements;
- Technology refresh and service release management requirements;
- Security management;
- Quality control;
- Performance metrics; and
- Performance measurement

13. Section E.6.3.2 Volume 2, Technical, Tab 5, Demonstration, 1st Bullet is hereby revised from:

The demonstration must be conducted by proposed key personnel. All key personnel from the prime, team members, and subcontractors must be present.

To:

The demonstration must be led by proposed key personnel for the Program Manager and Service Technical Lead positions. Additionally, each Offeror must have a Senior Executive level Corporate Officer in attendance with delegated signature authority to validate the demonstration and attestations made by demonstration personnel. The Offeror is allowed a maximum of 8 persons to best represent their service during the Demonstration, which can include personnel from the prime, team members, and subcontractors. Within this personnel, the Offeror is encouraged to include other representative key personnel to the extent possible.

14. Section E.7, Proposal Due Date and Time is hereby revised from:

Proposals shall be delivered to the address referred to in CPFSS20 – Security Examination of Hand Delivered Offers (found in the Cover Page Section of this Request for Proposal – just before the SF1449) to include all requirements referenced in not later than 2:00 p.m. on October 27, 2010 (U.S. Eastern Time).

All Offeror's proposal(s) shall be valid for at least 360 days after the closing date of the solicitation. The Offeror shall make a clear statement in the Cover Letter that the proposal is valid until the applicable date as referenced herein.

NOTE: IF PROPOSAL IS NOT RECEIVED BY THE DUE DATE SPECIFIED, THE OFFEROR'S PROPOSAL IS CONSIDERED LATE IN ACCORDANCE WITH FAR 52.212-1.

To:

Proposals shall be delivered to the address referred to in CPFSS20 – Security Examination of Hand Delivered Offers (found in the Cover Page Section of this Request for Proposal – just before the SF1449) to include all requirements referenced in not later than 2:00 p.m. on November 15, 2010 (U.S. Eastern Time).

RFP QMAD-JM-100001-N
Amendment 0003

All Offeror's proposal(s) shall be valid for at least 360 days after the closing date of the solicitation. The Offeror shall make a clear statement in the Cover Letter that the proposal is valid until the applicable date as referenced herein.

NOTE: IF PROPOSAL IS NOT RECEIVED BY THE DUE DATE SPECIFIED, THE OFFEROR'S PROPOSAL IS CONSIDERED LATE IN ACCORDANCE WITH FAR 52.212-1.

15. Attachment E-1, PAST PERFORMANCE QUESTIONNAIRE is hereby revised from:

Attachment E-1

PAST PERFORMANCE QUESTIONNAIRE

*WHEN FILLED IN THIS DOCUMENT IS SOURCE SELECTION SENSITIVE INFORMATION
IAW FAR 3.104*

SECTION 1:

Contract Identification

G. Contractor: _____

H. Contract Number: _____

I. Contract Type: _____

J. Period of Performance: _____

K. Initial contact cost: \$ _____

L. Current/Final contract cost: _____

II. Reasons for difference between initial contract cost and final contract costs:

J. Description of services provided:

SECTION 2: CUSTOMER OR AGENCY IDENTIFICATION

C. Customer or Agency Name: _____

- D. Geographical description of services under this contract, i.e. local, nationwide, worldwide: _____

SECTION 3: REFERENCE IDENTIFICATION

- E. Reference's name: _____
- F. Reference's title: _____
- G. Reference's phone/fax number: _____
- H. Reference's e-mail address: _____

SECTION 4: EVALUATION

The purpose of this evaluation is to understand your satisfaction with the Contractor in respect to the delivery of end-to-end travel management services and related programs. This includes, pre-trip authorization technology, online travel booking service, agent-assisted full service travel reservation service, ticket delivery and fulfillment, reservation quality control automation and processes, online voucher (expense report) processing, and account management services including travel management advice and recommendations.

Please indicate your satisfaction with the Contractor's performance by placing an "X" in the appropriate block using the scale provided to the right of each question. This scale is defined as follows:

Outstanding (O)	Performance meets contractual requirements and exceeds <u>many</u> (requirements) to the customer's benefit. The contractual performance of the element being assessed was accomplished with few minor problems for which corrective actions taken by the contractor were highly effective.
Very Good (VG)	Performance meets contractual requirements and exceeds <u>some</u> (requirements) to the customer's benefit. The contractual performance of the element being assessed was accomplished with some minor problems for which corrective actions taken by the contractor were highly effective.
Acceptable (A)	Performance meets contractual requirements. The contractual performance of the element being assessed contains some minor problems for which corrective actions taken by the contractor appear, or were, satisfactory.
Marginal (M)	Performance does not meet contractual requirements. The contractual performance of the element being assessed reflects a serious problem for which the contractor has not yet identified corrective actions or the contractors proposed actions appear only marginally effective or were not fully implemented.
Unacceptable (U)	Performance does not meet most contractual requirements and recovery is not likely in a timely manner. The contractual performance of the element being assessed contains serious problem(s) for which the contractor's corrective actions appear, or were, ineffective.
Not Applicable	Unable to provide a score

Performance	O	VG	A	M	U	NA
Travel-specific Program Past Performance (as applicable):						
Automated pre-trip authorization						
Online travel booking service and associated adoption rates						
Agent-assisted full service travel reservation service						
Ticket delivery and fulfillment						
Reservation Quality control automation and processes						
Account management services including travel management advice and recommendations						

Please discuss each and every response for which you indicated Outstanding, Marginal or Unacceptable below:
NARRATIVE SUMMARY:

[illegible]

Reference's Signature

Date

THANK YOU FOR YOUR PROMPT RESPONSE AND ASSISTANCE! Please return this completed questionnaire no later than October 27, 2010, 2:00 p.m. Eastern Time date to: *ets2@gsa.gov* Attn: Contracting Officer.

To:

Attachment E-1
PAST PERFORMANCE QUESTIONNAIRE
WHEN FILLED IN THIS DOCUMENT IS SOURCE SELECTION SENSITIVE INFORMATION
IAW FAR 3.104

SECTION 1:

Contract Identification

- A. Contractor:_____
- B. Contract Number:_____
- C. Contract Type:_____
- D. Period of Performance:_____
- E. Initial contact cost: \$_____
- F. Current/Final contract cost:_____
- G. Reasons for difference between initial contract cost and final contract costs:

- H. Description of services provided:

SECTION 2: CUSTOMER OR AGENCY IDENTIFICATION

- A. Customer or Agency Name: _____
- B. Geographical description of services under this contract, i.e. local, nationwide, worldwide: _____

SECTION 3: REFERENCE IDENTIFICATION

- A. Reference's name: _____
- B. Reference's title: _____
- C. Reference's phone/fax number: _____
- D. Reference's e-mail address: _____

SECTION 4: EVALUATION

The purpose of this evaluation is to understand your satisfaction with the Contractor in respect to the delivery of end-to-end travel management services and related programs. This includes, pre-trip authorization technology, online travel booking service, agent-assisted full service travel reservation service, ticket delivery and fulfillment, reservation quality control automation and processes, online voucher (expense report) processing, and account management services including travel management advice and recommendations.

Please indicate your satisfaction with the Contractor's performance by placing an "X" in the appropriate block using the scale provided to the right of each question. This scale is defined as follows:

Outstanding (O)	Performance meets contractual requirements and exceeds <u>many</u> (requirements) to the customer's benefit. The contractual performance of the element being assessed was accomplished with few minor problems for which corrective actions taken by the contractor were highly effective.
Very Good (VG)	Performance meets contractual requirements and exceeds <u>some</u> (requirements) to the customer's benefit. The contractual performance of the element being assessed was accomplished with some minor problems for which corrective actions taken by the contractor were highly effective.
Acceptable (A)	Performance meets contractual requirements. The contractual performance of the element being assessed contains some minor problems for which corrective actions taken by the contractor appear, or were, satisfactory.
Marginal (M)	Performance does not meet contractual requirements. The contractual performance of the element being assessed reflects a serious problem for which the contractor has not yet identified corrective actions or the contractors proposed actions appear only marginally effective or were not fully implemented.
Unacceptable (U)	Performance does not meet most contractual requirements and recovery is not likely in a timely manner. The contractual performance of the element being assessed contains serious problem(s) for which the contractor's corrective actions appear, or were, ineffective.
Not Applicable	Unable to provide a score

Performance	O	VG	A	M	U	NA
Travel-specific Program Past Performance (as applicable):						
Automated pre-trip authorization						
Online travel booking service and associated adoption rates						
Agent-assisted full service travel reservation service						
Ticket delivery and fulfillment						
Reservation Quality control automation and processes						
Account management services including travel management						

advice and recommendations						
Contractor's knowledge of best commercial travel management practices and emerging trends						
Contractor's knowledge of best government travel management practices and emerging trends						
Usability of services offered						
Travel and/or Related Program Past Performance (as applicable):						
Technical quality & repeatable operations & maintenance						
Technical quality of system testing and certification efforts						
Technical adequacy/effectiveness of quality control programs and adherence to contract quality assurance requirements						
Technical ability to implement standard practices for computer hardware design, operation, maintenance, upgrades and configuration control						
Effectiveness of overall contract management (including ability to effectively lead, manage and control the program)						
Contractor was reasonable and cooperative in dealing with your staff (including the ability to successfully resolve disagreements/disputes)						
Timeliness/effectiveness of contract problem resolution without extensive customer guidance						
Understanding the customer objectives and technical requirements						
Successfully responded to emergency and/or surge situations						
Quality/effectiveness of sub-contracted efforts						
Contractor proposed alternative methods/processes that reduced cost, improved maintainability or other factors that benefited the customer						
Contractor implemented responsive/flexible processes to improve quality and timeliness of support						
Ability to hire/apply a qualified workforce to this effort						
Ability to meet or exceed small business and small disadvantaged business goals set forth in the approved subcontracting plan						
Ability to manage transition from prior contract / service provider						

Please discuss each and every response for which you indicated Outstanding, Marginal or Unacceptable below:

NARRATIVE SUMMARY:

Reference's Signature

Date

THANK YOU FOR YOUR PROMPT RESPONSE AND ASSISTANCE! Please return this completed questionnaire no later than November 15, 2010, 2:00 p.m. Eastern Time date to: ***ets2@gsa.gov*** Attn: Contracting Officer.

16. All other terms and conditions remain unchanged.